

Pending for Verification

To enter a Hard Pend:

- A hard pend is used when you want to stop benefits from being authorized.

Step	Action
1.	Enter 'PE' as the verification code of the item you want to place a hard pend on.
2.	Enter the date the item is needed in the PEND field. Press Enter. <ul style="list-style-type: none">• The date must be a future date.• TEAMS will not allow authorization of benefits when any eligibility factors are pended with the 'PE' verification code, and will send an alert to your ETAL screen on the date entered in the PEND field.
3.	<ul style="list-style-type: none">• To remove a hard pend, enter a verification code other than 'PE'. To remove the pend completely, remove the date in the PEND field as well.

To enter a Soft Pend:

- A soft pend is used when you want to remind yourself that you'd like to collect some information from a client, but you do not wish to stop benefits from being authorized.

Step	Action
1.	Enter any verification code (except 'PE') for the item you want to place a soft pend on.
2.	Enter the date the item is needed in the PEND field. <ul style="list-style-type: none">• The date must be in the future.• TEAMS will still allow authorization of benefits, but will send an alert to your ETAL screen on the date entered in the PEND field.

To change or remove a Pend:

Step	Action
1.	To change a pend: <ul style="list-style-type: none">• From a Hard Pend to a Soft Pend, change the 'PE' verification code to any other code. Press Enter.• From a Soft Pend to a Hard Pend, change the verification code to 'PE'. Press Enter.
2.	To remove a pend: <ul style="list-style-type: none">• Take the date out of the Pend field.• If 'PE' is the verification code, enter a different code. Press Enter.